



# WhatsApp

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WhatsApp, owned by Facebook, is one of the world's most popular messaging apps. Over one billion people use the app, and collectively users send more than 65 million messages each day. The app uses end-to-end encryption. This means that only you and the person you are texting can read the messages.

## TIPS TO STAY SAFE

*With over a billion users, the platform has become an obvious target for cybercriminals. Here are some **tips to stay safe**:*

- Only download the apps for your phone from authorized stores (App Store on iOS and Google Play on Android).
- If you are downloading the app on your computer, use the WhatsApp Web official version.
- According to WhatsApp, once a user's messages are delivered, they are deleted from WhatsApp servers. This includes chats, photos, videos, voice messages, and files. Messages can still be stored on each individual's device and need to be backed up. Ensure you keep any and all messages related to a scam or attempted scam.
- WhatsApp fraud is when a scammer pretends to be a victim's friend or family then asks them for financial help. Usually the criminals state they have an emergency and need urgent financial help.
  - Typically the scammers pretend to be in a hurry and need immediate help. Always call from your phone, not on the app, and confirm the situation with your friend or family member. Always get verbal confirmation from a different platform.
  - If the scammer doesn't want to have a phone call then don't give them anything.
- Never give your verification code to anyone. Criminals can use this to gain access to your account then scam your friends and family. This is called WhatsApp hijacking.

## TELL-TALE SIGNS OF WHATSAPP SCAMS:

- The scammer conveys a sense of urgency and tries to convince you or pressures you to pay quickly (this is almost always the case).
- The cybercriminal sends you an app from an unknown number (only occurs if the criminal has not hijacked someone's WhatsApp account).
- The scammer informs you that their number has changed and almost immediately starts talking about money (once again, this only occurs if the criminal has not hijacked someone's WhatsApp account).
- The fraudster's messages are written in poor English, as often the fraudster's mother tongue is not English or they are not well educated.
- The criminal does not want to be called, they won't pick up the phone.
- The fraudster asks you to transfer money to an unknown account or uses an app that does not show account numbers at all (such as PayPal or Venmo).





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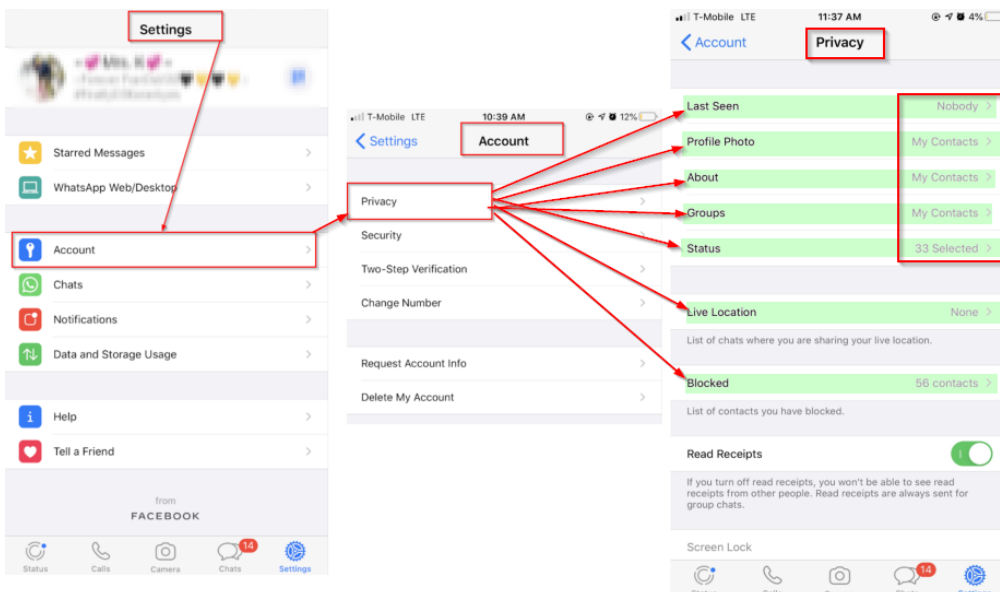
## FRAUD?

What to look for or do to **ensure it is not a WhatsApp fraud connection.**

- **New number?** If you receive a message from someone who is asking for money, first check whether the number is correct. If one of your friends or family suddenly has a new number and asks you for money, you should find this very suspicious.
- **Communication Style:** Pause for a moment and check out the language and communication style of the message. Does it sound different? If so, there is a fair chance you are dealing with a WhatsApp scam.
- **Call them!** Try to call the number of the person asking for money. If it is a scammer, they won't likely answer. If they are saying they are someone you know, call them from your regular phone, not in the WhatsApp.
- **Be calm.** Don't let the scammer pressure you. Think logically and keep calm.
- **Confirm Identity.** If you are suspicious, ask the scammer a question only your friend or acquaintance would know the answer to.
- **Secure your voicemail.** Use a unique and unpredictable code that only you would know.
- **Treat your verification code like your SSN.** If someone asks you to send a verification code, never send it without question.
- **Set up "2-Factor Authentication."** Once this is setup, if installing WhatsApp on a new device, WhatsApp will request the 6-digit code you have set as well as the verification they send you. This will make account hijacking much more difficult to achieve.

## MANAGING YOUR WHATSAPP ACCOUNT

Your WhatsApp account information can be public. Manage and edit your account to display and share minimal information about yourself.



Follow the steps below to ensure you are not allowing everyone to see information like your profile picture or status:

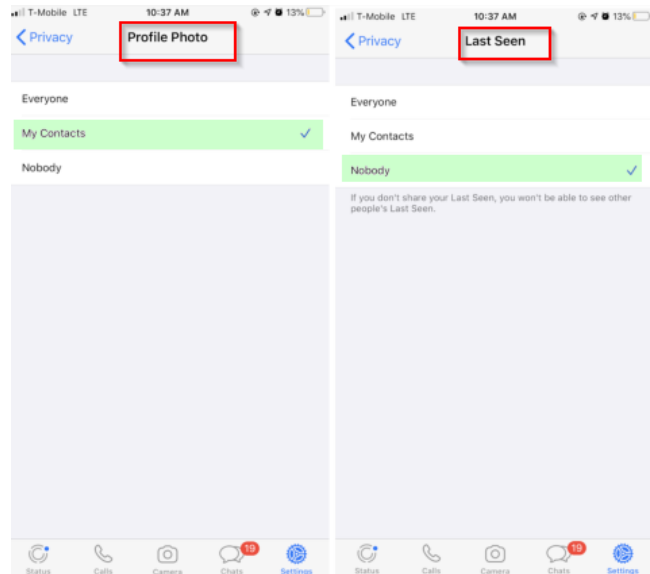
1. Touch the settings icon at the bottom right of your screen.
2. Touch on the Account and select Privacy
3. Under Privacy, set who can see or access your information.
4. Set your live location sharing to None.



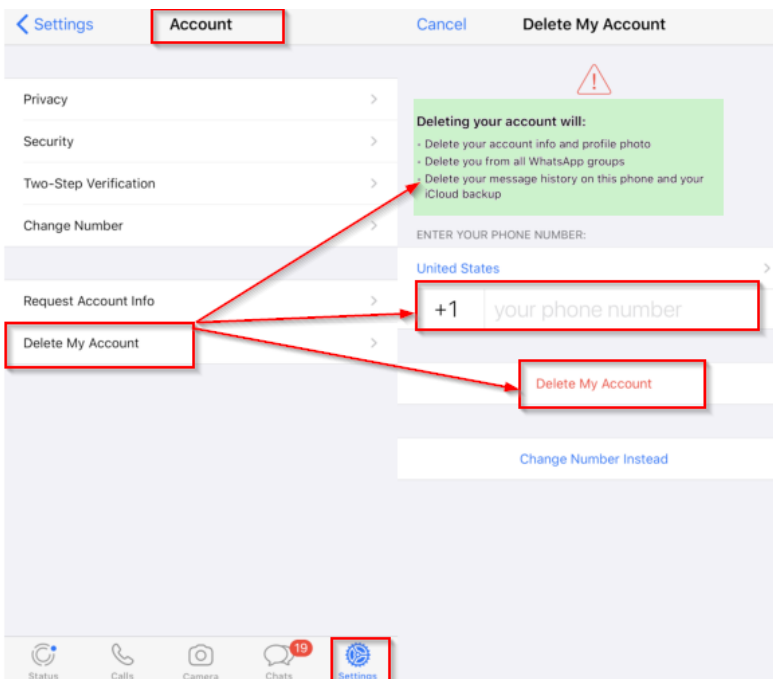
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1. Under Profile photo, About, Last seen and groups, you will be shown three privacy choices. Set your privacy to either **Nobody**, **Everyone**, or **My Contacts**.
2. **Block Contacts** – Block individuals or contacts from your friends list if you no longer want them to see your activities, posts, profile photo, and other account information by blocking them.



## DELETING YOUR ACCOUNT & SETTING UP A NEW PHONE



1. To delete your WhatsApp account, navigate to Settings, → Account → Delete My Account.
2. Enter the number associated with your WhatsApp.
3. Read the warning notification, as deleting your WhatsApp account erases message history, removes you from groups, and deletes your backup data.
4. Select '**Delete My Account**'

1. To set up your new phone and restore from backup download and open WhatsApp.
2. Add or enter a number and click '**OK**'.
3. Verify the number.
4. Select Restore from backup or set up as new.



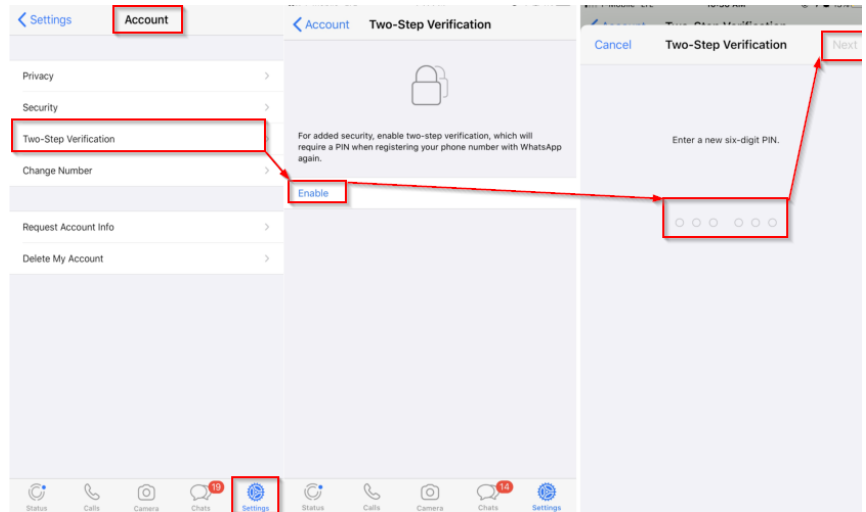
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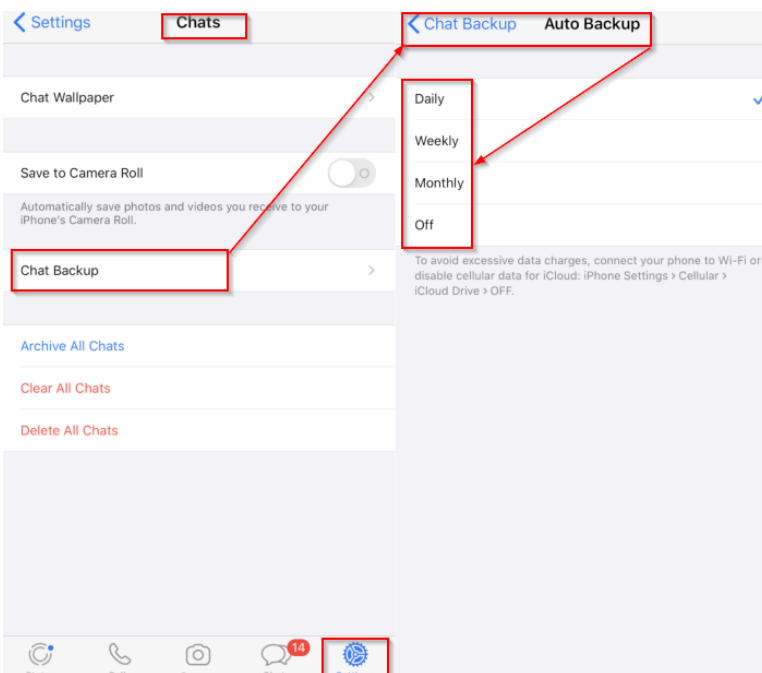
## TWO-FACTOR AUTHENTICATION

1. Navigate to **Settings** → **Account** → **Two-Step Verification**. Select **Enable** and enter a new six-digit PIN then click **Next**.

Once this is set up, WhatsApp will request the 6-digit code you have set as well as the verification they send you.



User's delivered messages are deleted from WhatsApp servers. This includes chats, photos, videos, voice messages, and files. Messages can still be stored on each individual's device and need to be backed up. To ensure you keep all messages related to a scam or attempted scam and backup messages.



1. Navigate to **Settings** → **Chats** → **Chat Backup** → **Auto Backup** and select from the options: **Daily**, **Weekly**, **Monthly**, and **Off**.



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## USEFUL LINKS

### **A Parent's Guide to Internet Safety**

[www.fbi.gov/stats-services/publications/parent-guide](http://www.fbi.gov/stats-services/publications/parent-guide)

### **Wired Kids**

[www.wiredkids.org](http://www.wiredkids.org)

### **Microsoft Safety & Security**

<https://support.microsoft.com/en-us/help/4091455/windows-protect-privacy-internet>

### **OnGuard Online**

<https://www.consumer.ftc.gov/features/feature-0038-onguardonline>

### **WhatsApp Help**

<https://faq.whatsapp.com/?lang=en>



<https://consumer.sd.gov/>



1-800-300-1986

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